

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L11	50	(US-20050216797-\$ or US-20010042112-\$ or US-20020016956-\$ or US-20030084434-\$ or US-20030195949-\$ or US-20040237068-\$ or US-20050044544-\$ or US-20060155737-\$ or US-20060218246-\$ or US-20060203993-\$ or US-20070162973-\$ or US-20040177002-\$). did. or (US-4245325-\$ or US-5765138-\$ or US-5845077-\$ or US-6049671-\$ or US-6073214-\$ or US-6256668-\$ or US-6327617-\$ or US-6760908-\$ or US-7149789-\$ or US-6002760-\$ or US-5802163-\$ or US-5825870-\$ or US-5864616-\$ or US-5943416-\$ or US-6021428-\$ or US-6118865-\$ or US-6175564-\$ or US-6292830-\$ or US-6377944-\$ or US-6665395-\$ or US-7127410-\$ or US-7159237-\$ or US-5790789-\$ or US-4893727-\$ or US-5502437-\$ or US-5896535-\$). did. or (US-5909575-\$ or US-5991402-\$ or US-6078900-\$ or US-6115737-\$ or US-6151643-\$ or	US-PGPUB; USPAT	OR	ON	2008/04/10 15:43

		US-6182054-\$ or US-6253193-\$ or US-6363488-\$ or US-6389402-\$ or US-6427140-\$ or US-7133834-\$ or US-7222078-\$).did.				
L12	5	11 and (general with comment)	US-PGPUB; USPAT	OR	ON	2008/04/10 15:44
L13	7	11 and ((customer or consumer) same comment)	US-PGPUB; USPAT	OR	ON	2008/04/10 15:47
S17	67	"call center" and defect and support and "customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/04/08 18:36
S18	20	S17 and question and category	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/04/08 18:36
S21	345	select\$3 with question with category	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/04/08 18:42
S22	4	S21 same (customer with (service or support or assistance))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2008/04/08 18:43

4/ 10/ 2008 4:23:02 PM

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Defect Tracking System.wsp